

## CAPPS Financials Service Requests (SRs) Report

Date of Report: 06/01/2019

### Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
Accounts Payable		134
Accounts Receivable		8
Asset Management		37
Billing		1
Cash Receipts		31
Configuration	Awaiting Customer	1
	In Work	2
Configuration		3
Customer Contracts		2
ePro		49
General Ledger		51
Interfaces		25
Inventory	Assessment	2
	Assigned	2
	In Work	1
Inventory		5
Not Applicable		57
PeopleTools		8
Project Costing		1
Purchase Orders	Assessment	7
	Assigned	10
	Awaiting Customer	58
	In Development	2
	In Work	30
	Pending Prod Approval	9
	System Test	1
Purchase Orders		117
Reports		64
Security		59
Strategic Sourcing		3
Supplier Contracts		1
Training		1
Workflow		16
Grand Total		673

### Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	9
Assessment	34
Assigned	182
Awaiting Customer	183
In Development	23
In Work	210
Pending Prod Approval	21
Rework	7
System Test	4
<b>Grand Total</b>	<b>673</b>

### Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	Accounts Payable	46
	Accounts Receivable	1
	Asset Management	6
	Cash Receipts	10
	ePro	21
	General Ledger	17
	Interfaces	5
	Not Applicable	32
	PeopleTools	2
	Purchase Orders	34
	Reports	27
	Security	17
	Strategic Sourcing	1
	Workflow	5
<b>High</b>		<b>224</b>
<b>Medium</b>		<b>323</b>
<b>Low</b>		<b>126</b>
<b>Grand Total</b>		<b>673</b>

### Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	3
Assessment	12
Assigned	80
Awaiting Customer	34
In Development	6
In Work	81
Pending Prod Approval	6
Rework	1
System Test	1
<b>Grand Total</b>	<b>224</b>

### All SRs by Status

(Includes Closed, Completed after 06/01/19)

Status	Count of Status
Acceptance Testing	9
Assessment	34
Assigned	182
Awaiting Customer	183
Closed	23
Completed	183
Governance	2
Hold	17
In Development	23
In Work	210
Pending Prod Approval	21
Rework	7
System Test	4
<b>Grand Total</b>	<b>898</b>

## CAPPS HR/Payroll Trend Report – Service Requests

June 2018 – June 2019

Status	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Annual Totals
Opened	216	354	359	360	331	335	269	304	300	410	436	388	277	4339
Closed	312	222	356	327	329	322	283	315	309	398	418	405	206	4202

